

Terms & Conditions

Due to the presence of COVID-19, Tend: Center for Integrative Bodyworks will be instituting new safety practices for patient/client handling and care. These procedures will be effective beginning as of 4/13/2020 and continuing indefinitely. This document will serve as notice of the procedures below to all employees and contractors at Tend.

Eligibility for Care

As of June 22nd, 2020, Massachusetts has entered into "Phase 2 Step 2" of our reopening plan. This allows massage and bodywork to reopen with proper safety procedures in place. While we encourage those who feel e-visits are effective for them to continue to pursue that form of session, we are open in our Easthampton office.

Sanitization

Sanitization for the purposes of these policies and procedures means cleaning of surfaces, materials and bedding. We use a Covid-19 certified spray cleaner for all surfaces touched by a patient/client during the course of a session. Each piece of equipment/furniture made contact with is to be sanitized between sessions. All linens used during a session must be changed, washed, and sanitized prior to reuse.

Clients/Patients Requirements

All clients/patients that are scheduled and will be attending their session at Tend must be advised to wear a facial covering. It can be but is not limited to homemade cloth coverings, surgical mask, etc. Disposable masks are made available at Tend for those who need.

In addition, each client will be asked to wait until the appointment time starts to enter into the office to allow staff time to clean and sanitize the space. Upon arrival clients will be asked to wash or sanitize their hands.

Clients are asked to cancel if they personally have or have exposure to anyone with any flu like symptoms including but not limited to: Cough, shortness of breath or difficulty breathing, fever, chills, muscle pain, sore throat, new loss of taste or smell.

I reserve the right to cancel any session should a client demonstrate any of these symptoms.

Massage Therapist Requirements

All therapists will be required to wear a facial covering during all sessions. In addition, after any contact with clients, therapists are to wash hands with either hand sanitizer or soap and water. Proper handwashing procedure should always be adhered to (at least 20 seconds with soap and water). Hand washing with soap and water should be done at the end of every session or between clients.

Scheduling of Clients

Clients will be scheduled with minimum 30 minute breaks between start times to allow staff time to clean while also minimizing client interaction. Individual therapists should keep at least 15 minute breaks between the end of one session and the start of another. In the unlikely possibility multiple therapists are

working with clients at the same time, clients should remain in separate rooms behind closed doors.

I understand that unanticipated events happen in everyone's life. In my desire to be effective and fair to all clients, I use the following policies:

With the exception of Covid-related-symptoms, 24 hour advance notice is required when canceling an appointment. This allows the opportunity for someone else to schedule an appointment. If you are unable to give 24 hours advance notice you will be charged the full amount of your appointment. This amount must be paid prior to your next scheduled appointment.

Late Arrivals:

If you arrive late, your session may be shortened in order to accommodate others whose appointments follow yours. Depending upon how late you arrive, I will determine if there is enough time remaining to start a treatment. Regardless of the length of the treatment actually given, you will be responsible for the "full" session. Out of respect and consideration to your therapist and other clients, please plan accordingly and be on time.

I look forward to working with you!

I have read and agree to the terms above